



Desktop / Software Support Lead
Information Technology Division
Recruitment # 2006-09-6707

AGENCY MISSION AND CHALLENGE:

The mission of the Department of Natural Resources (DNR) is to provide professional, forward-looking stewardship of our state lands, natural resources, and environment. DNR provides leadership under the Commissioner of Public Lands, an elected official, in creating a sustainable future for the State Trust Lands.

At the DNR, we envision a future in which our human and natural environment provides abundant and diverse social, ecological, and economic benefits for the people of Washington, in this and all future generations. In acting to ensure the vision, we ensure sustainability.

DNR manages over 5 million acres of state-owned land that includes forest, range, commercial, agricultural and aquatic lands. Since 1970 DNR-managed lands have generated \$6 billion that support public schools, state institutions and county services. These lands also provide public benefits that include fish and wildlife habitat, clean and abundant water and public access to outdoor recreation. The DNR operates with a biennial budget of approximately \$400 million and has over 1300 employees. For more information about the department, see the DNR website at www.dnr.wa.gov

Job Classification:	Information Technology Specialist 5
Type of Position:	This is a permanent position. This position is represented by the WFSE. Once appointed to this position the incumbent will be required to pay union dues or other representation fee within the first 30 days of employment.
Monthly Salary Range:	\$4,315 – \$5,522
Benefits Package:	Health and dental insurance, retirement pension, vacation, sick leave and holidays
Posting Date:	9/21/2006
Closing Date:	Open until filled. Initial screening will begin the week of October 2, 2006.
Location:	Olympia, WA

POSITION PROFILE

The Desktop/Software Support Lead serves as the senior IT specialist for the IT Customer Support Team supporting the agency's desktop support, software deployment solution, managing desktop security, patch management and software rollouts. Responsibilities include:

- Lead agency desktop support staff.
- Provide senior level technical support of the agency's software deployment solution, managing desktop security, patch management and software rollouts.
- Manage the agency's desktop security package and agency virus solution.
- Manage the agency's image server and image version control.
- Manage the desktop test bench for testing software rollouts.
- Coordinates and recommends desktop/laptop PC workstation technologies - hardware and software policies, procedures, and standards for the agency.
- Coordinates and leads agency computer replacement of desktop/laptop systems.

REQUIRED POSITION QUALIFICATIONS

- Journey level IT experience providing customer or technical support;
- Other IT experience such as: consulting, analyzing, designing, programming, installing and/or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment;
- Experience directing IT projects and leading staff in any of these information technology disciplines;
- Experience with Windows 2000 and Windows XP

- Experience with Office 2000 and/or Office 2003
- Experience with personal computer hardware

This level of knowledge and skill is typically evidenced by:

- A Bachelor's or Master's degree in computer science, information systems, science or natural resource management field And
- Four years of professional level experience providing systems and customer support in a large technology environment

DESIRED POSITION QUALIFICATIONS

Customer Service and Results:

- Demonstrated self-starter who can initiate and complete work with minimal direction
- Customer focused and results oriented
- Seeks new opportunities, is not afraid to tackle projects outside their scope of duties
- General understanding of natural resource management
- Is mission or goal oriented
- Ability to deal with ambiguity
- Ability to listen and gain an understanding of others' ideas.
- General understanding of natural resource management

Technical Skills:

- Bachelor's degree in Computer Science, IT or related field
- A+ Certification
- Network+ Certification
- Experience with Ghosting images.
- Experience with Microsoft SMS, SUS/WSUS
- Experience with McAfee's "ePolicy Orchestrator"
- Experience with Cisco Security Agent (CSA)
- Experience with Citrix
- Experience with DameWare, VMWare

WHO MAY APPLY

This recruitment is open to anyone who meets the required qualifications for this position.

APPLICATION PROCESS

To be considered for this position please submit:

- A letter of interest describing how your experience and qualifications relate to the job profile and the required and desired position qualifications. Indicate in your letter of interest how you learned of this opportunity.
- A completed application – www.dnr.wa.gov/jobs/stateapp.doc

The first screening will be based on information contained in your letter of interest and your state application.

Submit all materials by the closing date to:

Electronic method preferred	MAIL TO
dnrrecruiting@wadnr.gov	Roberta Searles Department of Natural Resources PO Box 47033 Olympia WA 98504-7033

NOTE: Please indicate **Desktop / Software Support Lead 2006-09-6707** in the subject line of your e-mail.

By submitting the application materials you are indicating that all information is true and correct to the best of your knowledge. You understand that the state may verify information and that untruthful or misleading information is cause for removal from applicant pool or dismissal if employed.

Questions? Please contact Callie Goldsby at 360-902-1495 or e-mail us at DNRrecruiting@wadnr.gov.

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This announcement is published by the Washington State Department of Natural Resources (DNR). The DNR is an equal opportunity employer. **Women, racial, and ethnic minorities, persons of disability, and disabled and Vietnam-era veterans are encouraged to apply.** Persons with a disability who need assistance during the screening process, or those needing this announcement in an alternative format may contact DNR's ADA Coordinator at (360) 902-1150. DNR may be contacted using the Washington State Telecommunications Relay Service (TTY) by dialing 711.